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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/649,052	08/27/2003	Vicki L. Colson	BOC9-2003-0017 (386)	4960
40987	7590	04/20/2006	EXAMINER	
AKERMAN SENTERFITT			ESCALANTE, OVIDIO	
P. O. BOX 3188			ART UNIT	
WEST PALM BEACH, FL 33402-3188			PAPER NUMBER	

2614

DATE MAILED: 04/20/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 10/649,052	Applicant(s) COLSON ET AL	
	Examiner Ovidio Escalante	Art Unit 2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 28 February 2006.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-9 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-9 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

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DETAILED ACTION

1. This action is in response to applicant's response filed on February 28, 2006. **Claims 1-9** are now pending in the present application.

2. The Art Unit designation of this application has been changed to Art Unit 2614. Please make this change in any future response.

Continued Examination Under 37 CFR 1.114

3. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on February 6, 2006 has been entered.

Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

5. Claims 1-9 are rejected under 35 U.S.C. 102(b) as being anticipated by Reformato et al. US Patent 6,229,880.

Regarding claims 1,5 and 6, Reformato teaches a method, means and machine-readable storage having a computer program for aggregating interactive voice response services from a plurality of interactive voice response systems (col. 4, lines 2-22) comprising:

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for at least one caller, storing service information for a plurality of services (different voice mail services) within a master interactive voice response system, (control IP - fig. 3B; col. 8, lines 59-67; the control IP serves as a single point of entry for the other IVR services. The control IP is capable of interactive with the caller using voice prompts), wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems, (voice mail IPs - col. 4, lines 13-22); and wherein the master interactive voice response system provides an interface between the caller and the services by performing at least forwarding a composite query corresponding to a sequentially related set of commands from the at least one caller to at least one of the plurality of interactive voice response systems, (col. 4, lines 24-31; col. 16, lines 25-53);

receiving a call from the caller to the master interactive voice response system, (col. 12, lines 37-45);

receiving an input from the caller over the call to the master interactive voice response system, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems, (fig. 5B; col. 12, line 64-col. 13, line 15; col. 15, lines 30-67; col. 16, lines 25-53);

accessing the interactive voice response system corresponding to the identified service through the master interactive voice response system on behalf of the caller, (col. 15, line 66-col. 16, line 6);

submitting the composite query from the at least one caller to the interactive voice response system, (col. 16, line 25-53);

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retrieving information from the interactive voice response system with the master interactive voice response system, (col. 16, line 45-53); and

providing the retrieved information to the caller from the master interactive voice response system, (fig. 2; col. 16, line 54-65).

Regarding claims 2 and 7, Reformato, as applied to claims 1 and 6, teaches wherein said service information includes login information for each of said plurality of services, said accessing step comprising logging on to the at least one interactive voice response system, (fig. 3B).

Regarding claims 3 and 8, Reformato, as applied to claims 1 and 6, teaches wherein said service information specifies pre-stored sequentially related instructions for navigating an interactive voice response menu hierarchy for at least one of the services, (fig. 3B; col. 8, lines 59-67).

Regarding claims 4 and 9, Reformato, as applied to claims 1 and 6, teaches wherein said input further specifies a composite sequentially related caller query for information to be retrieved from at least one of the plurality of services, said accessing step further comprising submitting the composite sequentially related caller query to the at least one of the plurality of services, (fig. 3B; col. 8, lines 59-67; col. 16, lines 45-53).

Response to Arguments

6. Applicant's arguments with respect to claims 1-9 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

7. Any response to this action should be mailed to:

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Commissioner for Patents
P.O. Box 1450
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or faxed to:

(571) 273-8300, (for formal communications intended for entry)

Or:

(571) 273-7537, (for informal or draft communications, please label
"PROPOSED" or "DRAFT")

Hand-delivered responses should be brought to:

Customer Service Window
Randolph Building
401 Dulany Street
Alexandria, VA 22314

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ovidio Escalante whose telephone number is 571-272-7537. The examiner can normally be reached on M-Th from 6:30AM to 4:00PM. The examiner can also be reached on alternate Fridays.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan S Tsang can be reached on 571-272-7547. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR

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system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

OVIDIO ESCALANTE
PATENT EXAMINER

Ovidio Escalante

Ovidio Escalante
Primary Patent Examiner
Group 2614
April 13, 2006

O.E./oe